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1 PAL: an intelligent help system   ■
Jane Silber
June 1990 **Proceedings of the third international conference on Industrial and engineering applications of artificial intelligence and expert systems - Volume 2**
Full text available: 📄 pdf(727.26 KB)   Additional Information: full citation, references, index terms

2 Alternatives for on-line help systems   ■
T. P. Kehler, M. Barnes
November 1980 **Proceedings of the 8th annual ACM SIGUCCS conference on User services**
Full text available: 📄 pdf(367.52 KB)   Additional Information: full citation, abstract, references, index terms

This paper reviews some existing possibilities for help systems and proposes a series of steps for improving the interactive interface to users. We consider a hypothetical environment of a predominantly time- sharing facility providing services to multiple campuses over a large geographical area with s small staff for training and user services.

3 Information retrieval using a hypertext-based help system   ■
F. R. Campagnoni, Kate Ehrlich
July 1989 **ACM Transactions on Information Systems (TOIS)**, Volume 7 Issue 3

Full text available: 📄 pdf(1.41 MB)   Additional Information: full citation, abstract, references, citings, index terms, review

Hypertext offers users a simple, flexible way to navigate through electronic information systems but at the potential risk of becoming lost in the network of interconnected pieces of information. A study was conducted on information retrieval using a commercial hypertext-based help system. It was found that the predominant search strategy was "browsing" (characterized by scanning tables of contents and paging through topics), rather than employing the indexes ("analytical search ...

4 Eclipse help system: an open source user assistance offering   ■
Kari L. Halsted, James H. (Jamie) Roberts
October 2002 **Proceedings of the 20th annual international conference on Computer documentation**
Full text available: 📄 pdf(365.82 KB)   Additional Information: full citation, abstract, references, index terms

In this paper, we discuss the theoretical and practical elements of designing an open source User Assistance (UA) System. Specifically, we introduce UCD requirements, including those to accommodate different user modes for UA architectures and complex document integration. We then detail how these requirements were delivered in the open source Eclipse project.

Keywords: eclipse user assistance, user assistance, user-centered design

5 P2: Semiotic engineering contributions for designing online help systems

Milene Selbach Silveira, Clarisse Sieckenius de Souza, Simone D. J. Barbosa

October 2001 **Proceedings of the 19th annual international conference on Computer documentation**

Full text available: pdf(302.33 KB)   Additional Information: full citation, abstract, references, citings, index terms

Our goal is to improve the content of help systems and provide better access to it, by giving users opportunities to signal breakdowns during interaction. To this end, we use a semiotic engineering model that explores both direct and indirect messages sent from designers to users via systems' interfaces. These messages represent how the designers conceived of the application, how they built it, and why. The online help system is an important component, because this is where designers have the be ...

Keywords: communicability, online help systems, semiotic engineering

6 "?": a context-sensitive help system based on hypertext

W. Lee

October 1987 **Proceedings of the 24th ACM/IEEE conference on Design automation**

Full text available: pdf(857.78 KB)   Additional Information: full citation, abstract, references, index terms

Commercial on-line help systems are still largely text-based used TTY interfaces, even on bitmap graphics workstations. Context-sensitive help for on-screen objects on workstations is one important feature lacking in today's help systems. This paper describes a new system called "?&lrdquo;1 based on hyper-text which mixes text, graphics and movies and allows the user to peruse the entire help database through the use of reference buttons.

7 Online help systems: a conspectus

Raymond C. Houghton

February 1984 **Communications of the ACM**, Volume 27 Issue 2

Full text available: pdf(730.20 KB)   Additional Information: full citation, abstract, references, citings, index terms

Users of computer systems are now accustomed to the convenience of online help systems and generally demand these amenities in the computers they buy. However, recent studies as to the efficacy of certain types of assistance for certain classes of users raise important questions for designers.

Keywords: help systems, on-line assistance

8 An architecture for an integrated active help system

Graeme Knight, Danny Kilis, Perry C. Cheng

April 1997 **Proceedings of the 1997 ACM symposium on Applied computing**

Full text available: pdf(650.86 KB)   Additional Information: full citation, references, index terms

9 The birth of a HELP system
Hans Bergman, Jennifer Keene-Moore
October 1985 **Proceedings of the 1985 ACM annual conference on The range of computing : mid-80's perspective: mid-80's perspective**
Full text available: pdf(684.56 KB)   Additional Information: full citation, references, index terms

Keywords: documentation, evaluation, human factors, online assistance, online help, training

10 Knowledge-based help systems
Gerhard Fischer, Andreas Lemke, Thomas Schwab
April 1985 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Full text available: pdf(631.68 KB)   Additional Information: full citation, abstract, references, citings, index terms

Our research goals are to understand the nature of, construct and evaluate intelligent interfaces as knowledge-based systems. In this paper we demonstrate the need for help systems as an essential part of human-computer communication. Help strategies are based on a model of the task (to understand what the user is doing or which goals he/she1 wants to achieve) and a model of the user (to guarantee that these systems are non-intrusive and that they pay attention to the n ...

11 Creating an HTML help system for web-based products
Laura Rintjema, Kara Warburton
September 1998 **Proceedings of the 16th annual international conference on Computer documentation**
Full text available: pdf(770.53 KB)   Additional Information: full citation, references, citings, index terms

Keywords: hypertext information system, information architecture, navigation, task-oriented help

12 Who exactly is trying to help us? The ethos of help systems in popular computer applications
Neil Randall, Isabel Pedersen
September 1998 **Proceedings of the 16th annual international conference on Computer documentation**
Full text available: pdf(884.38 KB)   Additional Information: full citation, references, citings, index terms

13 The Zephyr Help Instance: promoting ongoing activity in a CSCW system
Mark S. Ackerman, Leysia Palen
April 1996 **Proceedings of the SIGCHI conference on Human factors in computing systems: common ground**
Full text available: pdf(1.09 MB) html(47.39 KB)   Additional Information: full citation, references, citings, index terms

Keywords: CMC, CSCW, computer-mediated communications, computer-supported cooperative work, electronic social spaces, help, norms, organizational interfaces, social maintenance

14 Such easy-to-use systems!: How organizations shape the design and use of online help systems
Lisa M. Covi, Mark S. Ackerman
August 1995 **Proceedings of conference on Organizational computing systems**

Full text available: pdf(943.59 KB)   Additional Information: full citation, abstract, references, index terms

Despite the pervasiveness and proliferation of computerized systems, people still get stuck when they are trying to use them. Because organizations are heavily invested in their systems, they seek efficient and effective means to allocate necessary resources to make systems usable. Online help systems attempt to provide such targeted assistance in a variety of modes. This paper will review several online help systems, highlighting the organizational issues inherent in online help by focusin ...

15 Developing a hypertext help system: a cooperative effort between a software developer and a technical writer
Phil Herold, Carla Merrill
October 1994 **Proceedings of the 12th annual international conference on Systems documentation: technical communications at the great divide**

Full text available: pdf(1.31 MB)   Additional Information: full citation, index terms

16 Session 5B: Graphics: A help facility for X window system applications
Mark Newsome
April 1992 **Proceedings of the 30th annual Southeast regional conference**

Full text available: pdf(536.00 KB)   Additional Information: full citation, abstract, references, citings

Xhelp is an interactive help facility for X-based applications, providing a friendly, consistent help interface across a variety of applications. **Xhelp** may be invoked as a standalone utility for tutorials or general system information. Its programmatic interface also reduces the coding effort required to integrate the help facility for automatic invocation by application software.

Keywords: X Window System, online help, user interface design

17 Online help systems: technological evolution or revolution?
Kathryn L. Turk, Michelle Corbin Nichols
October 1996 **Proceedings of the 14th annual international conference on Systems documentation: Marshaling new technological forces: building a corporate, academic, and user-oriented triangle**

Full text available: pdf(424.56 KB)   Additional Information: full citation, references, index terms

18 Implementing a large scale windows help system: critical success factors and lessons learned
Kenneth R. Ohnemus
February 1996 **Proceedings of the 13th annual international conference on Systems documentation: emerging from chaos: solutions for the growing**

complexity of our jobs
Full text available: pdf(1.17 MB)   Additional Information: full citation, references, index terms

19 Information retrieval using a hypertext-based help system

F. R. Campagnoni, K. Erlich
May 1989 **ACM SIGIR Forum , Proceedings of the 12th annual international ACM SIGIR conference on Research and development in information retrieval,**
Volume 23 Issue 1-2

Full text available: pdf(909.75 KB)   Additional Information: full citation, abstract, references, citings, index terms

Hypertext offers users a simple, flexible way to navigate through electronic information systems but at the potential risk of becoming lost in the network of interconnected pieces of information. A study was conducted on information retrieval using a commercial hypertext based help system. It was found that the predominant search strategy was "browsing" (characterized by scanning tables of contents and paging through topics), rather than employing the indexes ("analytical ...

20 Online help systems: design and implementation issues (panel)

G. Kearsley, R. L. Campbell, J. Elkerton, W. Judd, J. Walker
May 1988 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Full text available: pdf(193.00 KB)   Additional Information: full citation, abstract, references, index terms

This panel session examines major issues in the design and implementation of online help systems.

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